

Del E. Webb Center for the Performing Arts

JOB DESCRIPTION:

Patron & Digital Media Coordinator

General Statement of Duties

The primary function of the Patron & Digital Media Coordinator is to be in the physical office as the point of contact for patrons at the Webb Center Box Office. This position is a member of the team charged with achieving annual sales and awareness goals. The Coordinator will also maintain the Webb Center brand on the website and social media platforms, provide digital designs for other communication and other duties as assigned. Scheduled work hours will generally occur during the week in the daytime, with some evenings or weekends possible to support the organization. Essential qualities include excellent communication skills, must be detail-oriented, strategic and reliable, with a passion for the arts or serving the community. The Patron & Digital Media Coordinator reports to the Webb Center's Director of Marketing and Box Office Operations. Email resume to info@dewpac.org to apply for this position.

Essential Duties and Responsibilities:

- Works in the Webb Center Box Office on a daily basis during regular Box Office hours, answering phones and greeting in-person patrons; selling both single, group and series ticket packages.
- Collects payments for ticket purchases, including cash, checks and credit cards purchases.
- May prepare daily Box Office Sales Reports; prepares revenue for deposit; processes credit card purchases.
- Prepares event, ticket sales and patron reports as required.
- Maintains the Webb Center's database (patrons, donors, volunteers, etc.)
- Maintains the Webb Center website with updates and edits.
- Develop and monitor social media content to increase awareness of Webb Center events and programs. Including, but not limited to, videos, Facebook, Instagram, livestreaming, contests, polls, stories, memes and imagery to support the Webb Center brand.
- Create and deploy email blasts and communications to patrons, students and appropriate lead segments.
- Monitor and report analytics for the Webb Center website and social media.
- Assist with crafting press releases as needed.
- Perform administrative support duties as required, including secretarial and clerical functions.
- Represent the Webb Center to the public in a positive manner; provide customer assistance and service to patrons.

Other Duties and Responsibilities

- Performs other related duties as required.

Knowledge, Skills and Abilities

Knowledge of:

- Standard office procedures;
- Excellent customer service practices;
- Standard Box Office policies and procedures;
- Computer programs including MS Word, Excel, Publisher, Adobe, Photoshop, Theater Manager CRM, WordPress, Elementor, Slider Revolution, donor programs, Constant Contact e-mail listserv, publication programs;
- Social Media such as Facebook, Instagram, etc.;
- Safe working practices and standard procedures in a theatrical environment;
- Cash management, credit card processing, and financial record keeping.

Ability to:

- Work independently and with little supervision;
- Understand written and verbal instructions and apply them to the task at hand;
- Communicate effectively both orally and in writing;
- Remain calm under pressure;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Demonstrate initiative, resourcefulness, integrity, ingenuity, and inventiveness in the performance of assigned tasks;
- Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

Experience and Training Required

- Associate or Bachelor's degree in related field supplemented by advanced technical courses in computer programs, customer service practices, office practices, etc.; AND
- Three (3) years experience in progressively responsible positions OR
- Any equivalent combination of experience and training which provides the comparable knowledge, skills and abilities necessary to perform the work.

Status

- This position is full-time with health benefits